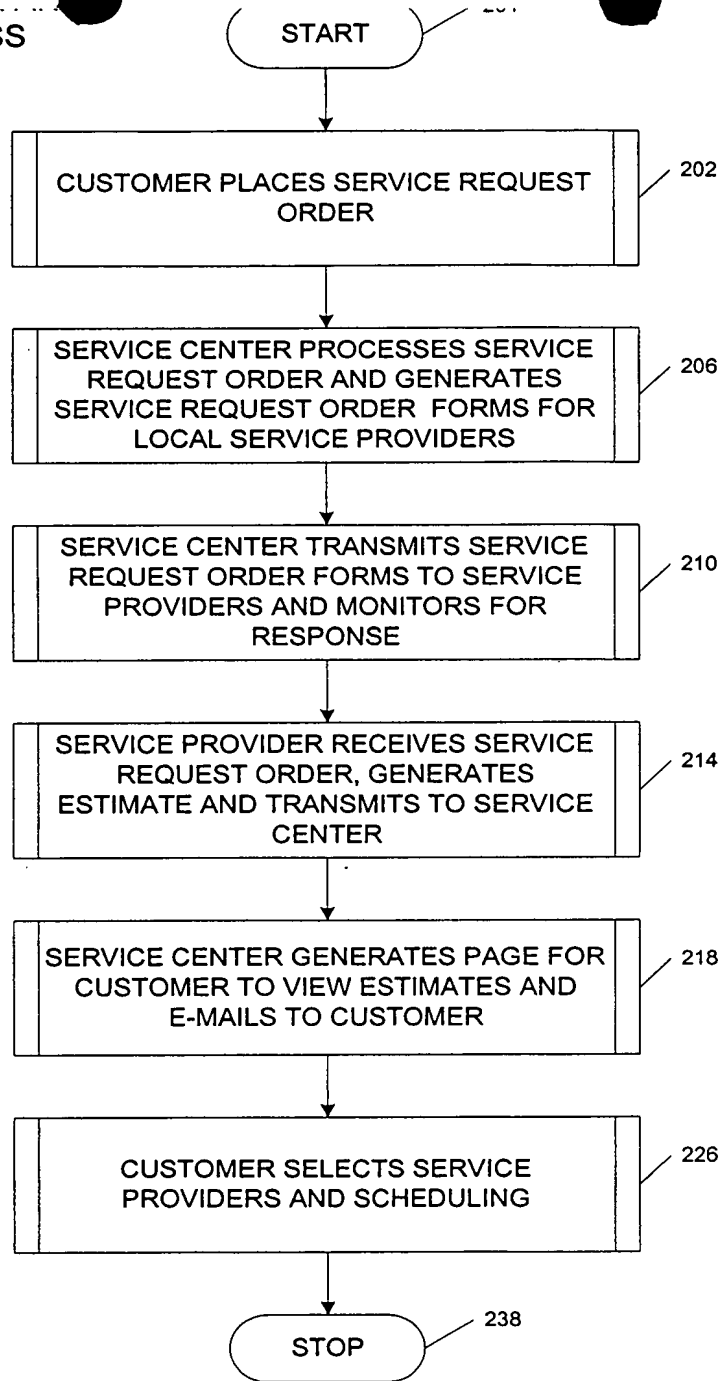


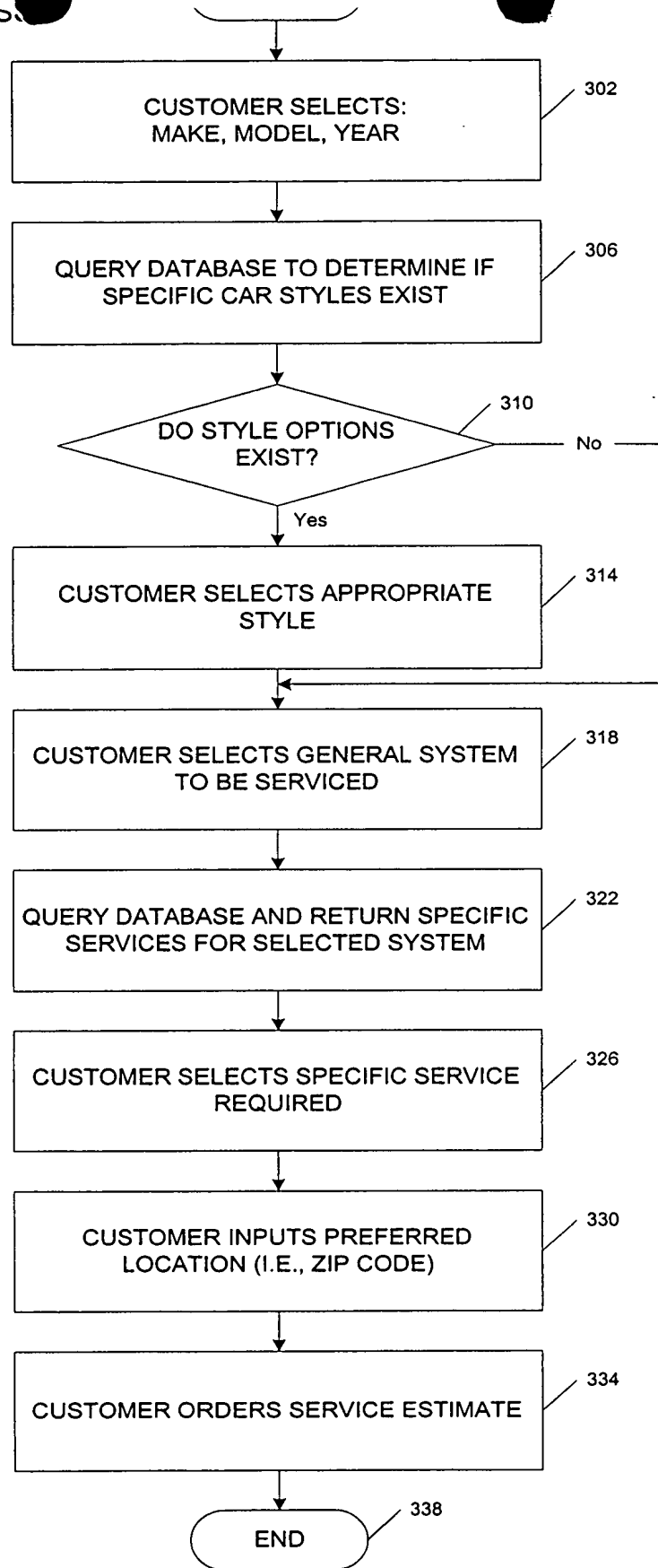
FIG. 1  
SYSTEM DIAGRAM

# SCHEDULING PROCESS

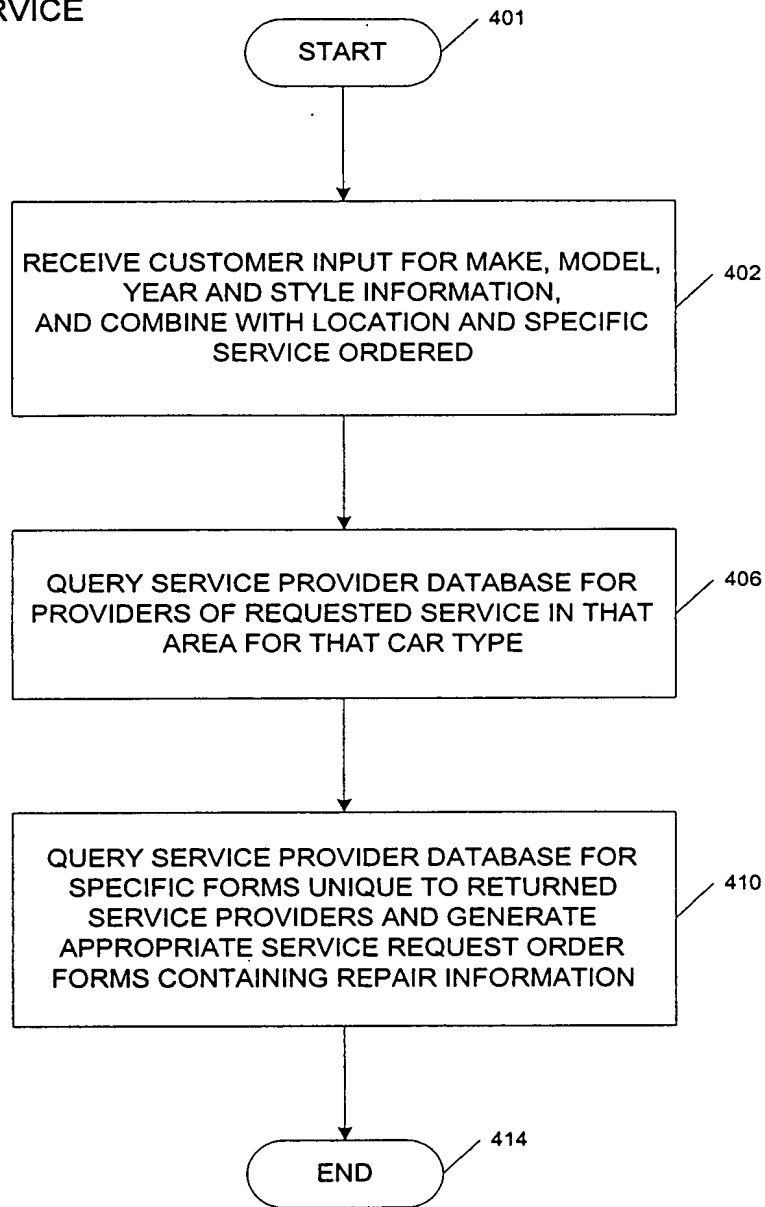
200



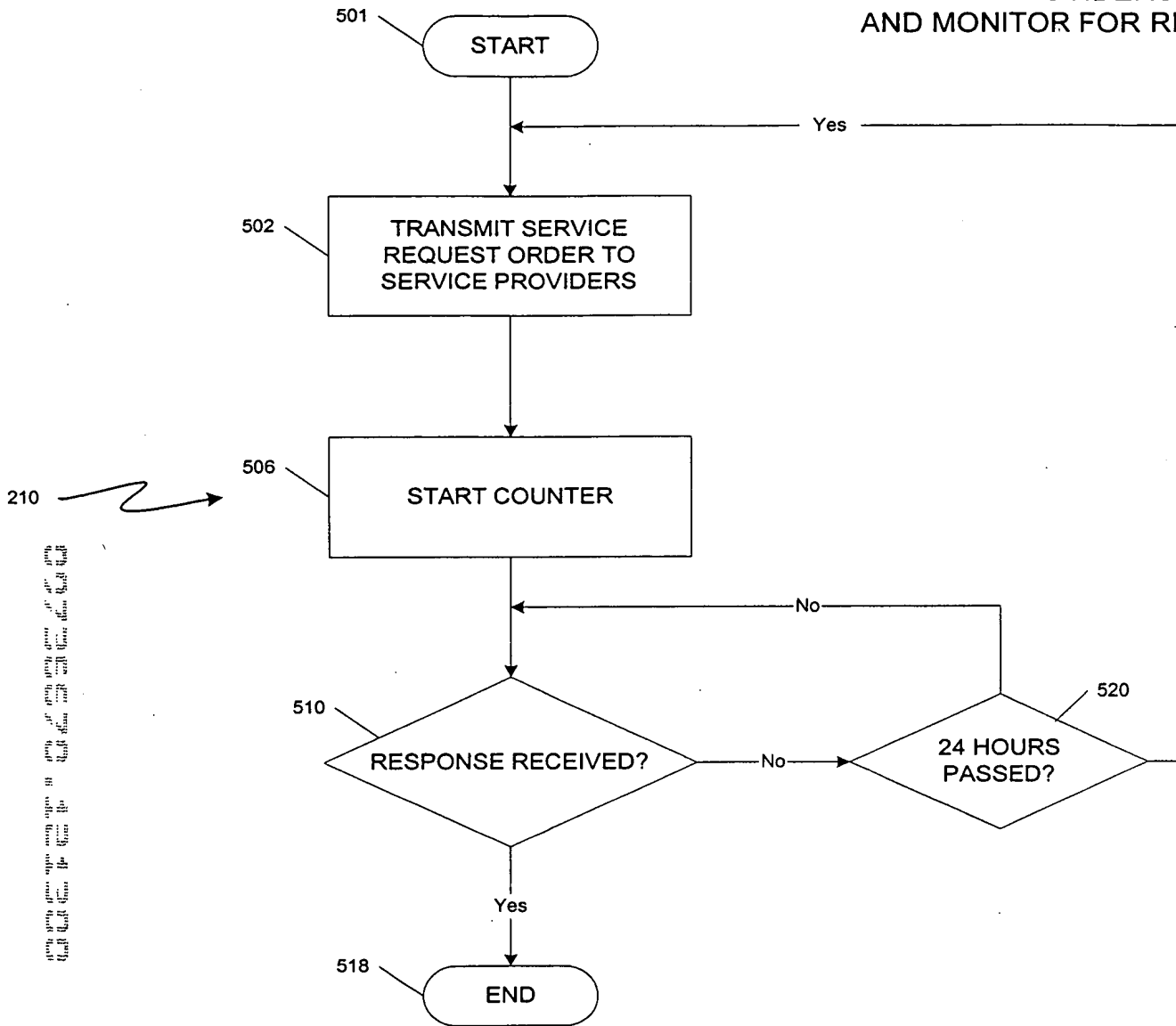
202



ORDER AND GENERATE  
SERVICE REQUEST ORDER  
FORMS FOR LOCAL SERVICE  
PROVIDERS

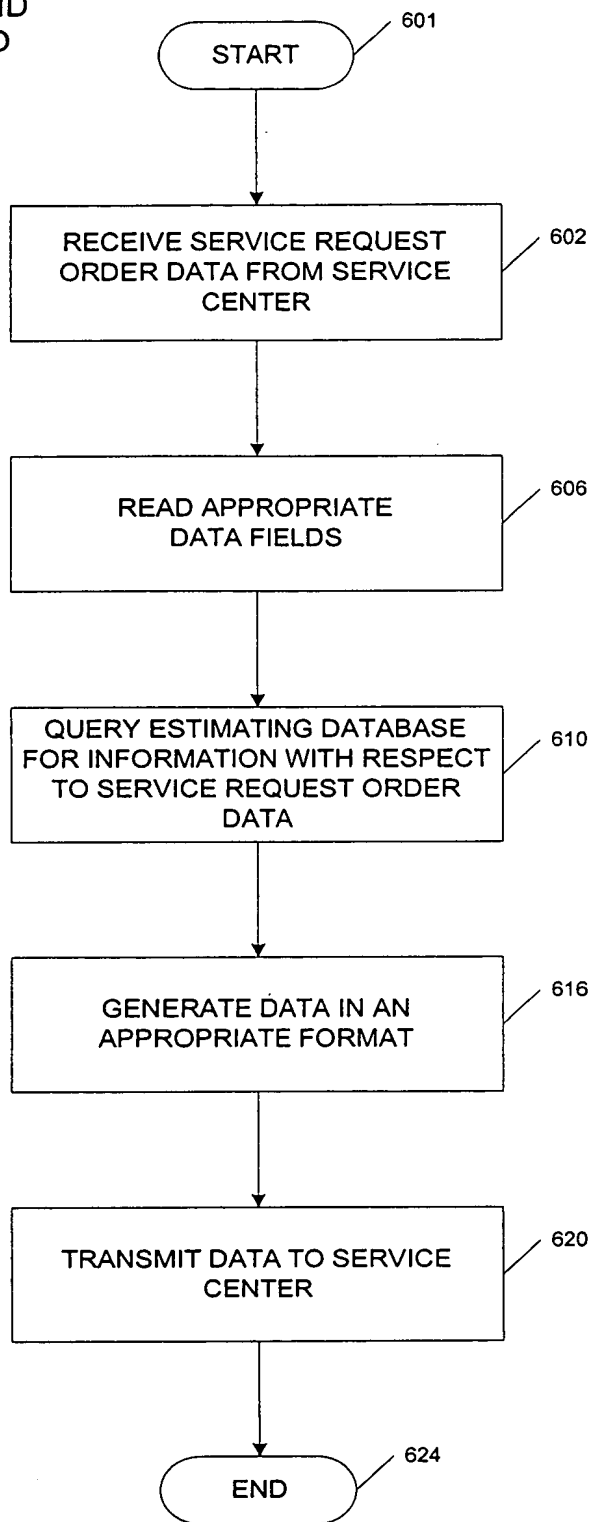


ORDER FORMS TO SERVICE  
PROVIDERS  
AND MONITOR FOR RESPONSE

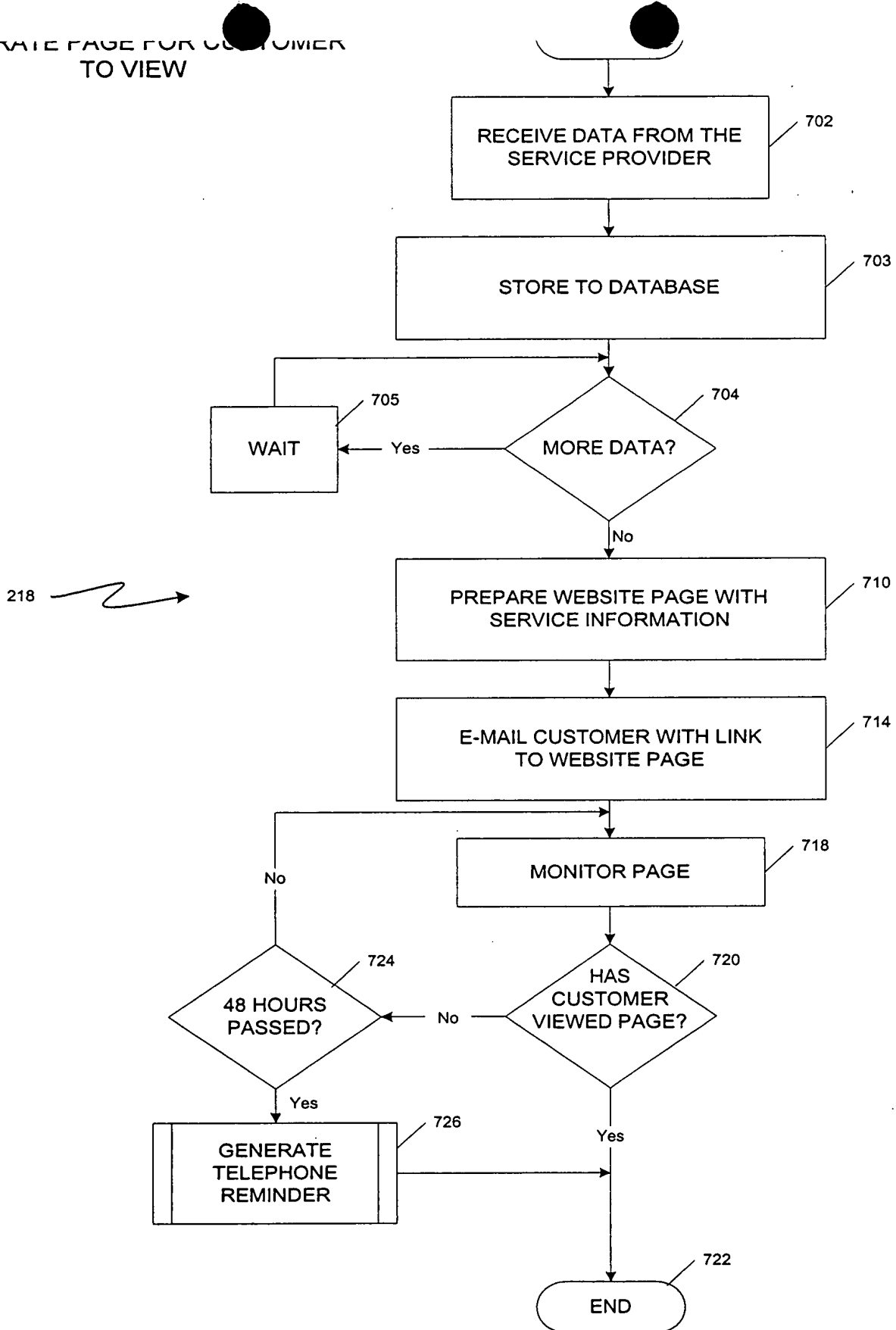


SERVICE REQUEST ORDER,  
GENERATES ESTIMATE AND  
TRANSMITS ESTIMATE TO  
SERVICE CENTER

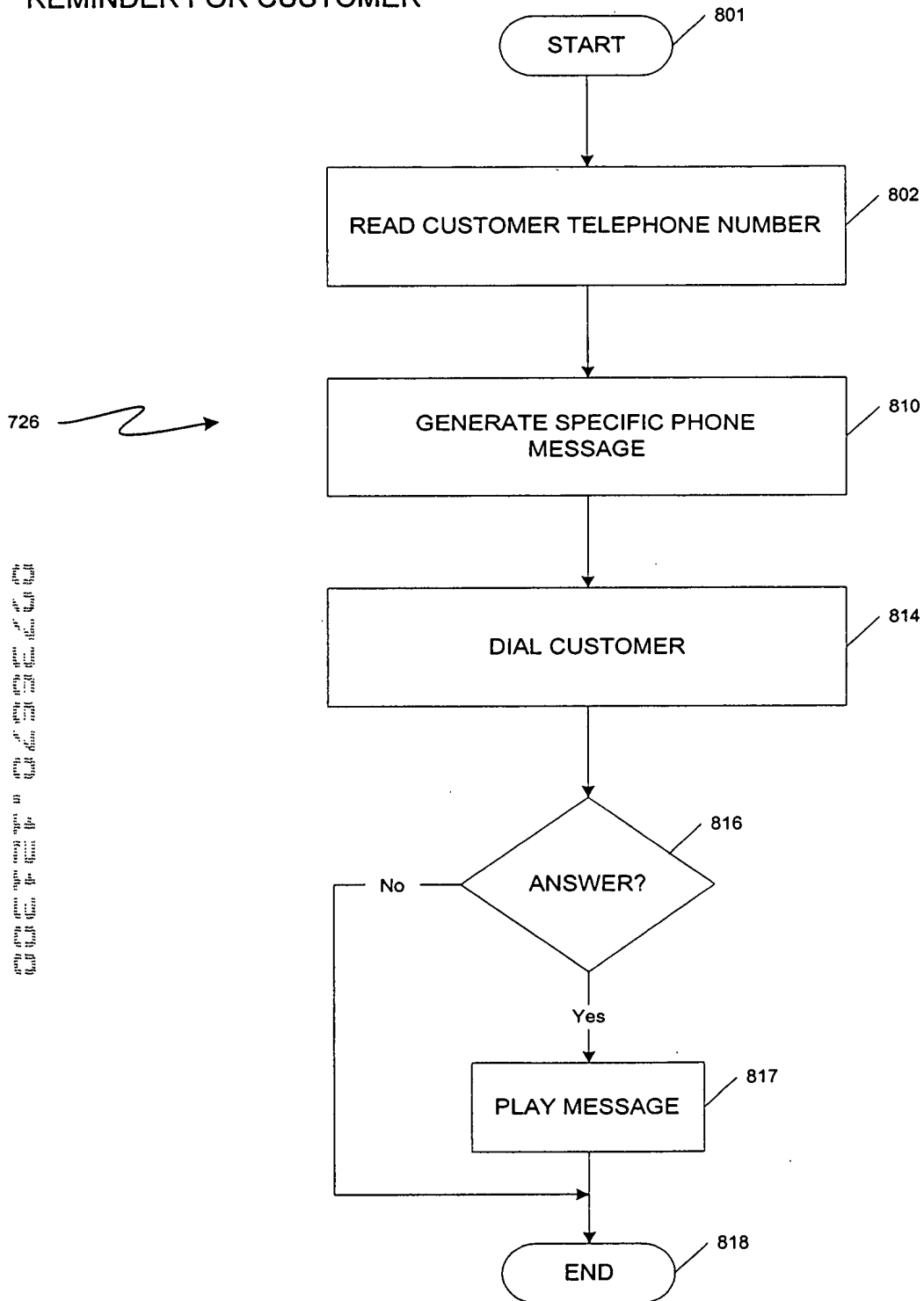
214



GENERATE PAGE FOR CUSTOMER  
TO VIEW

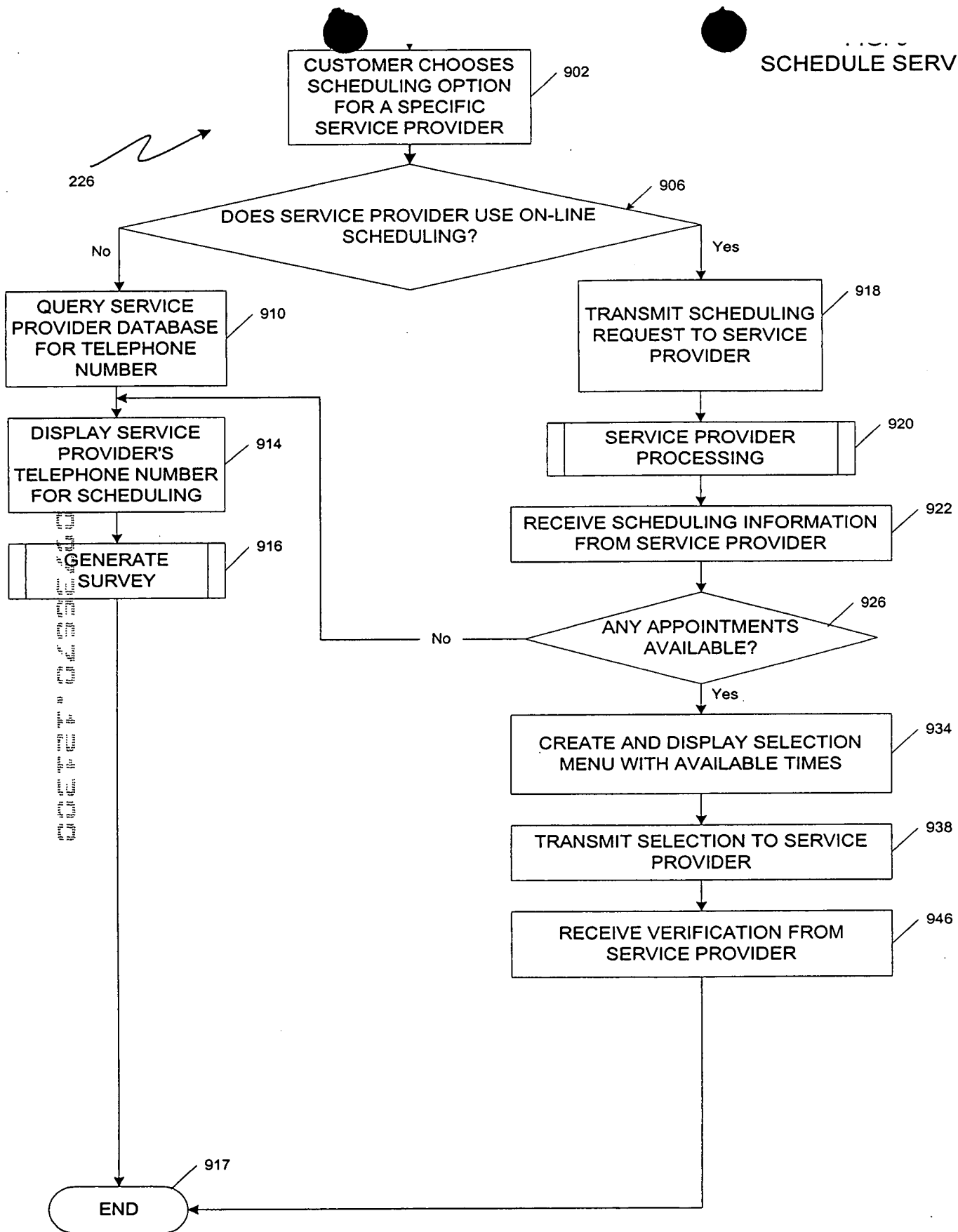


# REMINDER FOR CUSTOMER

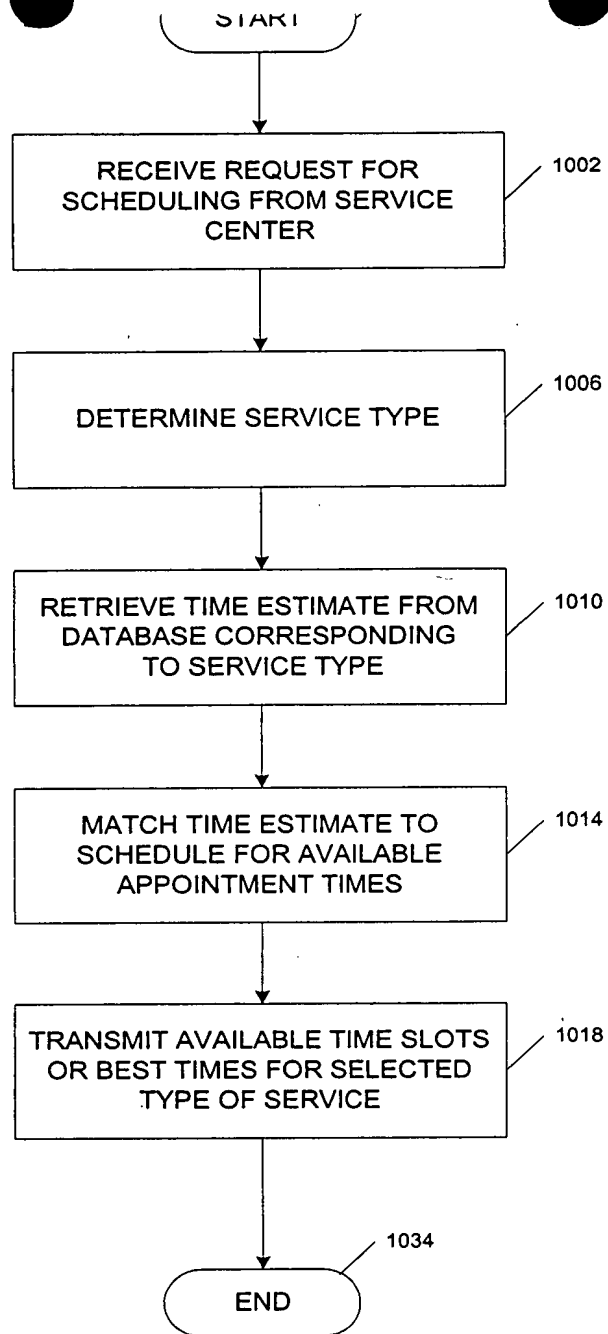




# SCHEDULE SERVICE



920



CUSTOMER SATISFACTION SURVEY

916

